

Military Surface Deployment and Distribution Command
Customer Advisory
November 03, 2011
CA-11-11/03-0251

Subject: NDTA 2011 Quality Award Program Competition

Purpose: To advise DOD transportation service users of the upcoming 2011 Quality Award Program competition

Be Advised: NDTA is proud to announce the 2011 Quality Award Program competition. Our award is given annually to the transportation industry in recognition of their commitment to excellence. This year's award will be presented at a special dinner during the SDDC Training Symposium to be held 5-7 March 2012 in Denver, Colorado.

The competition is open to all Department of Defense (DOD) approved transportation providers in all modes and services. To be eligible, a company must demonstrate sustained exceptional performance in support of the DOD during calendar year 2011.

Nominations are encouraged and welcomed from all DOD shippers and should be in the form of a brief, one-page narrative justification with a cover sheet (see attached documents for desired format). The justification must include a description of the firm's responsiveness to DOD requirements, and the potential for wide applicability of their innovations.

An NDTA selection committee will evaluate each nomination on the following factors:

Innovation: Improvement of service quality and demonstrated/ documented cost savings.

Quality of Service and Partnership/Teamwork: Quality of communications, efficiency of service, satisfaction of special needs; resolution of customer needs, teamwork, professionalism and appearance, overall service and accomplishments.

DoD-wide Application: The scope of the contribution will be assessed. Contributions that may be implemented DOD wide are preferred.

NDTA strongly encourages you to look at the firms providing service and nominate those who provide the highest quality of transportation service to your installation. The deadline for submission is 15 January 2012. Nominations should be sent by email to the SDDC Carrier Performance mailbox: SDDC.OPS.CARRPERF@us.army.mil (preferred method of submission) or by mail to:

Military Surface Deployment & Distribution Command
Strategic Business Directorate G9
Attn: Quality Assurance Branch Angela Stahl
1 Soldier Way
Bldg 1900W
Scott AFB, IL 62269-5006

Please direct all questions to the point of contact indicated below:

SDDC POC: Ms. Angela Stahl, (618) 220-6471 or
angela.stahl@us.army.mil

NDTA POC: Mr. Mark Victorson, email: mark@ndtahq.com, (703) 751-5011

Expiration: Tuesday, April 03, 2012